



## **CERTIFYING FOR BENEFITS ONLINE**

### **Frequently Asked Questions**

**1. Why do I need to certify for benefits?**

The term 'certify' or 'claim certification' is used to describe how you claim weeks of unemployment and receive benefits if you meet the eligibility requirements. This term is used because you are 'certifying' on a biweekly basis that your answers to the questions are correct. The questions you answer in your certification are factors in determining your entitlement to Unemployment Insurance benefits for those weeks.

**2. Who can use the Internet to certify?**

If you are filing for regular Unemployment Insurance or the Emergency Unemployment Compensation (EUC08) and are still unemployed you may use the Internet to 'certify' for benefits. Individuals on the State Federal Extended Benefits (EB) should continue to use TeleServe. If you are eligible for TRA you should continue to certify on paper.

**3. What other way can I certify?**

Though our Automated Telephone System (TeleServe). The phone number for TeleServe is 888-337-7234 TDD/TTY is 1-800-662-3943 (Telephone for people who are deaf/hearing impaired)

**4. Why should I certify on line rather than by phone; will my money come faster?**

If eligible for benefits, the processing time for payment is the same whether you are certifying by phone or the Internet. It is a matter of your preference.

**5. How do I certify for benefits on the on-line?**

You will receive a 'Finding' in the mail that will inform you when you should certify for benefits. Go to our website at <http://www.ides.state.il.us/> and click the link for 'File My Certification'. You will need to login to certify. After login (and registration if you haven't already) you will be directed to the Landing Page. Select the option, 'Claim Certification'.

**6. I am having trouble trying to register on-line, what should I do?**

Please check the information you entered, if it is correct and you are still receiving a message stating your information can not be validated, you will have to certify via TeleServe by calling 888-337-7234.

**7. When can I certify on-line?**

You will be assigned a specific day of the week to file: Monday, Tuesday, or Wednesday. If you do not file on your assigned day, you may file on Thursday or Friday. You may not certify on Saturday or Sunday. The hours you may certify are 5 A.M. to 7:30 P.M.

**8. What is a Statement of Certification?**

You will receive a printed Statement of Certification in the mail after each certification. It will include the answers you gave to the certification questions, the date for your next certification and a confirmation number. If your answers do not change for the next two week period, you will be able to use the confirmation number the next time you certify and answer fewer questions.

**9. If the last time I certified I used TeleServe to file my certification can I use the confirmation number to certify online?**

Yes, the confirmation number can be used on TeleServe or the Internet Certification application.